

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**DOMESTIC SERVICES SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job plan, direct, participate in, and supervise a clothing, dining room, housekeeping and/or laundry service. The employee works within administrative guidelines, regulations, and work directives; plans and supervises the overall activities of the designated areas; and supervises the work of subordinate employees.

There are five classifications in this job.

**Position Code Title – Domestic Services Supervisor-1**

**Domestic Services Supervisor 8**

The employee serves as a first-line dining room shift supervisor serving approximately 200 meals per and supervising at least five employees.

**Position Code Title – Domestic Services Supervisor-2**

**Domestic Services Supervisor 9**

The employee serves as a first-line assistant supervisor in housekeeping services supervising more than ten domestic service employees; assistant supervisor in laundry operations sorting, washing, extracting, and tumbling less than 750,000 pounds (dry weight) per year of linens and clothing, or supervisor in a dining room of a facility housing in excess of 750 residents.

**Position Code Title – Domestic Services Supervisor-3**

**Domestic Service Supervisor 10**

The employee serves as an assistant housekeeping supervisor reporting to a Domestic Service Supervisor 11; a housekeeping supervisor of a custodial service supervising more that fifteen domestic service employees; an assistant supervisor in a laundry processing more than 750,000 pounds (dry weight) per year; or a supervisor in a laundry processing less than 750,000 pounds (dry weight) per year.

**Position Code Title – Domestic Services Supervisor-4**

**Domestic Service Supervisor 11**

The employee serves as a supervisor for the total housekeeping service supervising more than thirty-five domestic service employees; or a supervisor in a laundry processing more than 750,000 pounds (dry weight) per year.

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### **Position Code Title – Domestic Services Supervisor-5**

#### **Domestic Service Supervisor 12**

The employee directs the entire clothing, custodial, dining room, and laundry operations at a facility.

#### **JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Studies manuals, menus, schematics, and/or work orders: establishes goals and objectives; plans, organizes, assigns, and directs activities as described in established standards to ensure sufficient labor and efficient use of equipment, materials, and supplies; and revises work procedures to meet service needs as necessary.

Establishes and controls supply budgets, reviews supply usage records, requisitions supplies, and maintains adequate supply inventory.

Directs and enforces the overall sanitation and safety procedures for conformity to prescribed policies, regulations, and rules.

Provides orientation training and assignments to new employees.

Works with professional staff to stay abreast of changes in the residents' product needs; tests new products for quality, serviceability, and acceptability; and maintains products' specifications.

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Develop and conducts training sessions for employees in fire fighting and prevention, job skills, safety practices, use of equipment and supplies, and work regulations and techniques.

Consult with planning developer in reviewing and making recommendations on renovation or construction plans and equipment requests for existing and/or new buildings as it relates to the domestic workers service.

Develop policies and procedures to ensure uniformity of custodial, dining room, and/or laundry practices.

Ensures budgetary control; and maintains inventory of custodial, dining room, and/or laundry equipment and furnishings; and determines maintenance, repair, and replacement needs. Directs, or makes minor maintenance adjustments and repairs to custodial, dining room, and/or laundry equipment and furnishings.

Responds to building occupants' concerns regarding facility cleanliness.

Inspects and evaluates physical condition of the interior of buildings (s) and submits recommendations for furnishings, painting, relocation of equipment, and reallocation of warranted space.

Administers regulations governing the use of office facilities during non-work hours.

Studies, tests, evaluates, and implements new custodial and/or laundry equipment, policies, and procedures.

Plans, directs, participates in, and verifies dining room set ups; serving techniques; preparation of beverages, desserts, and salads; apportioning of food for compliance with prescribes regular and/or modified diets; cleaning and sanitizing of food service premises; and washing dishes and silverware.

Inspect and directs the cleaning of laundry premises to ensure compliance with sanitary standards.

Develop washing formulas, directs their uses, and verifies compliance with directives.

Runs wash and wear tests on materials to determine the best wearing materials available for agency purchasing program.

Performs related work appropriate to the classification as assigned.

**JOB QUALIFICATIONS**

**Knowledge, Skills, and Abilities**

**NOTE:** Considerable knowledge is required at the 8, 9, and 10-levels and thorough knowledge is required at the 11 and 12-levels.

Knowledge of the current trends, equipment, machines, methods, policies, practices, procedures, and supplies of a large-scale clothing, custodial, dining room, and/or laundry service; including the maintenance and operation of the equipment.

Knowledge of the qualities, adaptability, and uses of cleaning compounds, equipment, materials, and tools used in a large-scale clothing, custodial, dining room, and/or laundry service.

Knowledge of the numbers and types of workers necessary to staff a large-scale domestic services organization.

Knowledge of standards of sanitation and cleanliness in a large-scale clothing, custodial, dining room, and/or laundry service.

Knowledge of the occupational hazards; and the safety rules, regulations, and procedures required in administering domestic service programs.

Knowledge of personnel policies and procedures, and supervisory and training techniques.

Knowledge of supply and equipment purchasing, receiving, and storage.

Knowledge of institution management, which includes, but not limited to, accounting, administration, budgeting, and requisitioning procedures.

Knowledge of vector control practices.

Ability to plan and lay out domestic service duties, work schedules, and training programs; and maintain work standards.

Ability to plan, direct, and supervise the operations of a large-scale clothing, custodial, dining room, and/or laundry service.

Ability to instruct, supervise, and train employees.

Ability to maintain inventories, and requisition supplies and equipment.

Ability to maintain records, and prepare correspondence and reports.

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Ability to understand, review, and make recommendations on construction and renovation plans.

Ability to communicate with others and maintain favorable public relations.

### **Working Conditions**

Work is performed in an office setting, housekeeping area, dining room, or laundry area.

These positions may involve exposure to a variety of cleaning solutions, moving heavy furniture, and operating a variety of types of equipment.

### **Physical Requirements**

The job duties require an employee to move heavy objects.

### **Education**

No specific amount or type is required.

### **Experience**

#### **Domestic Service Supervisor 8**

Two years of experience equivalent to a Domestic Services Aide 6 working in a dining room.

#### **Domestic Service Supervisor 9**

Three years of experience equivalent to a Domestic Service Aide 6 working in a dining room.

OR

Two years of experience equivalent to a Domestic Service Aide 6 in a custodial or laundry service, or Launderer 6.

OR

One year of experience equivalent to a Domestic Service Aide 7 in a custodial service, or as a Domestic Service Supervisor 8.

#### **Domestic Service Supervisor 10**

Four years of experience equivalent to a Launderer 6.

OR

Two years of experience equivalent to a Domestic Service Supervisor 8.

OR

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One year of experience equivalent to a Domestic Services Supervisor 9.

**Domestic Service Supervisor 11**

Three years of experience equivalent to a Domestic Service Supervisor 8.

**OR**

Two years of experience equivalent to a Domestic Service Supervisor 9.

**OR**

One year of experience equivalent to a Domestic Services Supervisor 10.

**Domestic Service Supervisor 12**

One year of experience equivalent to a Domestic Service Supervisor 11.

**Special Requirements, Licenses, and Certifications**

Certain positions require that only individuals with specific experience qualifications be appointed to the position.

**Housekeeping (HSPK)** - Experience in a variety of large-scale housekeeping activities in such areas as cleaning ceilings, floors, furnishings, light fixtures, mirrors, restrooms, stairways, walls, windows, woodwork; buffing and stripping floors; shampooing carpet and upholstery; and trash disposal.

**Dining Room (DNRM)** - Experience in a variety of large-scale dining room activities such as cleaning kitchen and dining room; loading, delivering, and unloading food carts; serving food; setting tables; washing dishes, utensils, and equipment; and trash disposal.

**Laundry (LAUN)** - Experience in a variety of large-scale laundry activities such as collecting, sorting, laundering, removing stains, folding, and storing clothing and linens; and operating laundering machines.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

<b><u>Job Code</u></b>	<b><u>Job Code Description</u></b>
DOMSRVSPV	Domestic Services Supervisor

<b><u>Position Title</u></b>	<b><u>Position Code</u></b>	<b><u>Pay Schedule</u></b>
Domestic Services Supervisor-1	DOMSSPV1	NERE-005
Domestic Services Supervisor-2	DOMSSPV2	NERE-006
Domestic Services Supervisor-3	DOMSSPV3	NERE-007
Domestic Services Supervisor-4	DOMSSPV4	NERE-008
Domestic Services Supervisor-5	DOMSSPV5	NERE-009

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